Post Office facility Mayur Vihar,

2193. SHRI DAVID LELGER : Will the Minister of COMMUNICATIONS be pleased to state :

(a) whether it is a fact that the facility of Post Office has not yet been provided to the residents of Muyus Vihar Phase-Il Delhi;

(b) if so, what are the reasons therefor;

(c) whether Government propose to provide this facility to these residents in the near future;

(d) if so, by when; and

(e) if not, what are the reasons therefor?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU) :

(a) and (b) A post office named 'Mayur Vihar Extension' is functioning in the building of Mayur Vihar Phase-I Post Office since 31-3 92. It has not been possible to locate it in Mayur Vihar Phase-II due to non-availabiiity of a suitable building.

(c) and (d) Efforts are being made to hire a suitable accommodation in Mayur Vihar Phase-IT. Thereafter, it is proposed to Shift the post office in that area.

(e) Question does not arise.

Private Sector for Speed Post Service

2194. SHRI GOPALSING G. SOLANKI : Will the Minister of COMMUNICATIONS be pleased to state :

(a) what are the new centres of the States which have been lined-up with speed post in National Speed Post Net work within 500 K.M. and beyond in next fix point chart I (CB);

(b) whether Government will appoint private representative of speed post on commission basis in view of expension programme of steel post;

l (c) what is the progress reports of ! speed post in comparison to other private courier services; and

(d) whether reply speed post service is lso under consideration?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P.V. RANGAYYA NAIDU) :

(a) Introduction of new speed post centres under National Network is an on going process. Whenever a proposal to link any play with speed post is received, the same is examined keeping in view demand and availability of regular trans-post facilities.

(b) There is no proposal to appoint representatives on commission basis for speed post.

(c) Since its inception in 1986 Speed 1 Post has shown a growth of 371.61% in 'traffic and 585.63% in revenue. Government has no authentic information on the ; business of other private courier services . to enable any comparative analysis between the two.

(d) No, Sir.

Filling up of Posts of Accounts Officer in Department of Posts

2195. SHRI ANAND PRAKASH GAUTAM : Will the Minister of COM-MUNICATIONS be pleased to state :

(a) whether any D.P.C. was held in 1992 for promotion to the cadre of Accounts Officer in Department of Posts, if so, on which dates and what is the number of total candidates approved by the D.P.C. and number of SC/ST candidates therein;

(b) what is the number of back log of vacancies and current vacancies reserved to SC/ST separately in Accounts Officer's Cadre and whether all these vacancies will be filled up by appointing SC/ST candidates before 31st December, 1992;

(c) what is the number of promotions made to the post of Accounts Officer during the year 1992 and number of SC/ ST candidates therein; and

(d) whether it is a fact that SC/ST candidates available and appioved by : D.P.C. were not appointed against reserv- ed posts that occurred dur.ng the year \ 1992, and if so, what are the reasons therefor ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU) : (a) Yes, Sir. The D.P.C. was held on 21-2-92. The number of total candidates ! approved by the D.P.C. is 68 which includes 9 SC and 1 ST candidates.

(b)

	S.C.	S.T.
Number of backlog Vacancies	3	5
Current vacancies	7	3
Total	10	8

(c) and (d) Vacancies in the grade of I Accounts Officer have been filled up from out of the approved panel of Officers (including SC/ST) during the validity of the panel. 61 promotions have been made at the close of Nov. 1992 which included 3 SC candidates.

Public Grievances with regard to Telecom Service

2196. SHRIMATI KAMLA SINHA : Will the Minister of COMMUNICATIONS be pleased to state :

(a) what is the nature of the grievanc- es/general complaints by the public with regard to the working of the telecommuni- cation services in the metropolitan cities in the country;

(b) what, on an average, are the complaints with regard to the difficulties being faced by the Subscribers such as (i) over charging (ii) phones remaining out of order, (iii) cross connections, (iv) inaccurate listing in the telephone Directory, and (v) lack of speedy services received each month by the telephone authorities in the metropolitan cities;

(c) what, on an average, are the com- plaints found genuine; and

(d) what measures have been taken by Government to improve the telecommu- nications services in the country ?

THE DEPUTY MINISTER IN THE MINISTRY OF COMMUNICATIONS (SHRI P. V. RANGAYYA NAIDU) : (a) The grievances mainly relate to delay in rectification of faults and excess billing.

(b) A statement is laid on the table of the House *[See* below).

(c) Most of the complaints received are found genuine except for the cases of over charging where only few corn-plain's are found genuine.

(d) To improve the operations and maintenance of telecom, services follow ing steps have been initiated by the De partment.

(i) Replacement of worn-out electro- mechanical exchanges by electronic ones.

(ii) Replacement of worn-out telephone instruments by new ones.

(iii) Replacement of fault prone cables.

(iv) Replacement of heavy overhead alignment by underground cables.

(v) Provision of cable ducts in large cities.

(vi) Customer oriented training to the staff of the Department.

(vii) Computerisation of :

(a) fault booking and repair services,

(b) billing,

(c) special services.